

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,730,072 B2  
APPLICATION NO. : 09/751934  
DATED : June 1, 2010  
INVENTOR(S) : James Neal Richter et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On the Title Page Item (73) Assignee:

delete "Rightnow Technologies, Inc., Bozeman, MT (US)" and replace with "RightNow Technologies, Inc., Bozeman, MT (US)"

Signed and Sealed this

Twenty-fourth Day of August, 2010

A handwritten signature in black ink that reads "David J. Kappos". The signature is written in a cursive, flowing style.

David J. Kappos  
*Director of the United States Patent and Trademark Office*